

ATTACHMENT A SCOPE OF SERVICES

The broker selected pursuant to this request for proposal will be required to perform the services outlined below:

Scope of Work:

- A. Marketing of Insurance Program. Organize data into presentation to underwriter; design most appropriate strategy to obtain desired coverage. Negotiate best terms of coverage and cost. Evaluate commitment and financial stability of underwriter. Draft policy wording to fit risk.
- B. Policy Wording. Verify policy and check for accuracy in compliance and specifications.
- C. Loss Reporting. Assist in the collection and tendering of losses to the underwriter.
- D. Billing. Responsibility for billing and sub-billing of premiums. Premium must be net of commission.
- E. Risk identification. Assist in the identification and evaluation of loss exposure as requested, including comparative data regarding other public entities with the size and scope of the City of Redmond.
- F. Annual Report. Preparations of an annual report within 30 days after policy year end, including: schedule of policies in force, summarized by premium dollars; number of losses and dollar value of losses and commission/fee earned; new trends and developments; and proposed changes in the City of Redmond's programs.
- G. Marketing Strategy. Involvement in a marketing strategy meeting with the City of Redmond's staff prior to renewal activities. Conduct an analysis of the City of Redmond's exposure to loss, adequacy of current coverage and options for coverage and risk financing not presently in place.
- H. Marketing Results. Preparation of marketing reports, due 30 days prior to renewal, including a summary of markets approached; rating of top four markets; timeline of marketing, broker recommendations and rational.
- I. Accounting Service. Availability to handle normal day-to-day activities associated with the account, including consultation. Activities include, but are not limited to: service

existing insurance policies by tendering losses, reviewing coverage issues, assisting the collection of losses, reporting values, issuing certificates of insurance as needed and processing policy changes, etc., in a timely manner.

- J. Communication. Schedule quarterly meetings with the City of Redmond to discuss loss control issues, exposure changes and general administrative matters.
- K. Meetings. Attend the City of Redmond meetings as requested.
- L. Special Projects. New projects of an external nature will be compensated on a negotiated fee, agreed to in writing, in advance of such project commencing.

Minimum Requirements:

1. Response to the scope of services and a description of how those services would be provided.
2. Information regarding the history and organization of the firm and personal history or résumé of key personnel particularly those who have been identified in the proposal as account executive(s) assigned to the City of Redmond's account.
3. A summary of the firm's premium volume for the past three years by the following types of coverage: General Liability, Automobile Liability, Property, Excess Liability and all others. Also, for the most recent year only for each of the above coverage, an indication of the number of policies the premium volume represents. If the broker is a branch or subsidiary office of a national or multi-office firm, the above information shall be provided for the local office only.
4. Specific evidence of the firm's experience in providing service for other insured's with coverage or programs similar to the City of Redmond, as well as a description of any special plans or underwriting procedures that have been used to serve other accounts.
5. A representative listing of other accounts the firm is serving, as well as an indication of whether the firm is willing to allow the City of Redmond to contact such accounts for an appraisal of the services they are receiving from the firm. Please include names, titles and telephone numbers for contacts. List of governmental accounts comparable to the City of Redmond should be specifically included.
6. Outline of a conceptual plan to structure the City of Redmond's program (i.e., consolidation of packaging of policies, layering and financing techniques), without approaching the market based on the information supplied in exhibits.

Include: Brief assessment of the current program, proposed alternative program, rational for proposal implementation plan.

7. An explanation of how the firm can support the special needs of a public entity, including support for a partially self-funded program.
8. Information of the firm's experience in evaluating, developing alternative insurance.
9. A list of additional in-house services or specialties available (i.e., loss control) cost breakdown, scope of work and overview of available personnel for each area.
10. Please present detailed information of the firm's proposed fee schedule for the specifications proposed and for any variation of non-routine services, inclusive of Washington State sales tax and any other applicable governmental charges. The proposal should include what services will be included in the basic fee, plus the methodology for determining the cost of additional or supplemental services. The proposal should also include some means of price protection for the City of Redmond over the expected three-year term of the contract plus any mutual agreed to extension.
11. Provide an explanation of what distinguishes the services the submitting firm can provide from other brokerage offices.